



Ameren Illinois Company
d/b/a Ameren Illinois
MODERNIZATION ACTION PLAN
Multi-Year Performance Metrics
2020 Annual Report

Filed pursuant to 220 ILCS 5/16-108.5(f)

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Introduction

On January 3, 2012, Ameren Illinois Company d/b/a Ameren Illinois (AIC) filed with the Commission, pursuant to 220 ILCS 5/16-108.5(c), a petition and supporting testimony and schedules declaring its election to become a "participating utility" and requesting approval of its performance-based formula rate (PBR) tariff, otherwise known as the Rate Modernization Action Plan - Pricing (Rate MAP-P) tariff, for recovery of its electric delivery service costs. Within 30 days after filing of a PBR tariff pursuant to Section 16-108.5(c) of the Energy Infrastructure Maintenance Act (Act), a participating utility must "develop and file with the Illinois Commerce Commission (Commission) multi-year metrics designed to achieve, ratably (i.e. in equal segments) over a 10-year period, improvement over performance baseline values." 220 ILCS 5/16-108.5(f).¹ As a participating utility, AIC filed and subsequently received Commission approval for its Modernization Action Plan - Metrics tariff (Rider MAP-M). Rider MAP-M sets forth the calculation for each category of penalty (PEN) per Sections 16-108.5(f)(1-2), (4-6) and (8-9) of the Act. The sum of such PEN values is input as the Performance Metrics Penalty and is used to determine the return on common equity, used to develop AIC's annual net revenue requirement for the annual reconciliation in accordance with the formula rate structure and Rate MAP-P. Subsequently, on June 1 of each year beginning in 2014, the participating utility shall file a report with the Commission that includes, among other things, a description of how the participating utility performed under each metric, and an identification of any extraordinary events that adversely impacted the utility's performance. This document describes how AIC performed on the applicable metrics in 2019.

Metric Summary

Table 1 below summarizes the applicable metrics, baseline performance values, 10-year performance goals, and incremental performance goals:

AIC MAP Metric Summary Table															
Metric	Year 10 Improvement	Baseline Years	Baseline	Year 10 Goal	Incremental Goal by Year										
					2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
System Average Interruption Frequency Index (SAIFI)	20% reduction	2001 - 2010	1.13	0.90	1.11	1.08	1.06	1.04	1.02	0.99	0.97	0.95	0.93	0.90	N/A
Customer Average Interruption Duration Index (CAIDI)	15% reduction	2001 - 2010	156	133	154	151	149	147	144	142	140	137	135	133	N/A
Customers Exceeding Service Reliability Targets	75% reduction	2010	984	246	910	836	763	689	615	541	467	394	320	246	N/A
Estimated Electric Bills	56% reduction	2008 - 2010	590,905	259,998	N/A	557,814	524,724	491,633	458,542	425,452	392,361	359,270	326,180	293,089	259,998
Consumption on Inactive Electric Meters	56% reduction	2009-2010	12,100,806	5,324,355	N/A	11,423,161	10,745,516	10,067,871	9,390,225	8,712,580	8,034,935	7,357,290	6,679,645	6,002,000	5,324,355
Electric Uncollectible Expense	\$3.5 M reduction	2008-2010	\$17,773,333	\$14,273,333	N/A	\$17,423,333	\$17,073,333	\$16,723,333	\$16,373,333	\$16,023,333	\$15,673,333	\$15,323,333	\$14,973,333	\$14,623,333	\$14,273,333
Minority / Female Owned Business Spend	15% increase	2010	\$14,730,922	\$16,940,560	\$14,951,886	\$15,172,850	\$15,393,813	\$15,614,777	\$15,835,741	\$16,056,705	\$16,277,669	\$16,498,632	\$16,719,596	\$16,940,560	N/A

Table 1 – MAP Metric Summary

¹ The performance categories applicable to AIC are set forth in Sections 16-108.5(f)(1-2), (4-6) and (8-9) of the Act. The performance categories addressed in Sections 16-108.5(f)(3), (3.5) and (7) of the Act apply to "a participating utility other than a combination utility" and are therefore inapplicable to AIC.

Methodology and Calculation

Reliability Related Metrics

SAIFI

(1) 2019 Incremental Performance Goal

The 2019 performance year SAIFI goal was .97 interruptions / customer, as provided for in the approved Ameren Illinois Multi-Year Performance Metrics Plan.

(2) Methodology

"System Average Interruption Frequency Index (SAIFI)" is the average number of interruptions per customer during the year. It is calculated by dividing the total annual number of customer interruptions by the total number of customers served during the year.

$$\text{SAIFI} = \frac{\text{Total Number of Customer Interruptions}}{\text{Total Number of Customers Served}}$$

Consistent with the baseline calculation, the 2019 performance year calculation excluded three types of outages consistent with Part 411.20: (1) interruptions caused by the failure of a customer's equipment; (2) interruptions caused by loss of supply; and (3) scheduled interruptions for repair, maintenance or reinforcement. The 2019 performance calculations also excluded four extreme weather days. An "extreme weather day" is defined as a 24 hour calendar day during which any weather event caused interruptions for 10,000 or more customers for three or more hours. These extreme weather days are summarized in Appendix 1.

(3) 2019 Performance

AIC's 2019 performance year SAIFI was 0.93 interruptions / customer. This performance clearly satisfies the approved 2019 performance year goal of .97 interruptions / customer, so, therefore, the applicable SAIFI penalty (PEN1) is zero.

(4) Extraordinary Events That Adversely Impacted Performance

AIC is not aware of any extraordinary events, over and above the four extreme weather days already excluded, that adversely impacted performance of the SAIFI metric, other than those ordinary weather and other events that regularly impact this metric.

CAIDI

(1) 2019 Incremental Performance Goal

The 2019 performance year CAIDI goal was 140 minutes / interruption, as provided for in the approved Ameren Illinois Multi-Year Performance Metrics Plan.

(2) Methodology

"Customer Average Interruption Duration Index (CAIDI)" is the average interruption duration for those customers who experience interruptions during the year. It is calculated by dividing the annual sum of all customer interruption durations by the total number of customer interruptions and is expressed in minutes.

$$\text{CAIDI} = \frac{\text{Sum of all Customer Interruption Durations}}{\text{Total Number of Customer Interruptions}}$$

Consistent with the baseline calculation, the 2019 performance year calculation excluded three types of outages consistent with Part 411.20: (1) interruptions caused by the failure of a customer's equipment; (2) interruptions caused by loss of supply; and (3) scheduled interruptions for repair, maintenance or reinforcement. The 2019 performance calculations also excluded four extreme weather days. An "extreme weather day" is defined as a 24 hour calendar day during which any weather event caused interruptions for 10,000 or more customers for three or more hours. These extreme weather days are summarized in Appendix 1.

(2) 2019 Performance

AIC's 2019 performance year CAIDI was 139 minutes / interruption. This performance clearly satisfies the approved 2019 performance year goal of 140 minutes / interruptions so, therefore, the applicable CAIDI penalty (PEN2) is zero.

(4) Extraordinary Events That Adversely Impacted Performance

AIC is not aware of any extraordinary events, over and above the four extreme weather days already excluded, that adversely impacted performance of the CAIDI metric, other than those ordinary weather and other events that regularly impact this metric.

Customers Exceeding Service Reliability Targets

(1) 2019 Incremental Performance Goal

The 2019 performance year Customers Exceeding Service Reliability Targets goal was 467 customers, as provided for in the approved Ameren Illinois Multi-Year Performance Metrics Plan.

(2) Methodology

The service reliability targets are defined in Part 411.140 as follows:

- A) Customers whose immediate primary source of service operates at 69,000 volts or above should not have experienced:
 - i) More than three controllable interruptions in each of the last three consecutive years.
 - ii) More than nine hours of total interruption duration due to controllable interruptions in each of the last three consecutive years.
- B) Customers whose immediate primary source of service operates at more than 15,000 volts, but less than 69,000 volts, should not have experienced:
 - i) More than four controllable interruptions in each of the last three consecutive years.
 - ii) More than 12 hours of total interruption duration due to controllable interruptions in each of the last three consecutive years.
- C) Customers whose immediate primary source of service operates at 15,000 volts or below should not have experienced:
 - i) More than six controllable interruptions in each of the last three consecutive years.
 - ii) More than 18 hours of total interruption duration due to controllable interruptions in each of the last three consecutive years.
- D) Exceeding the service reliability targets is not, in and of itself, an indication of unreliable service, nor does it constitute a violation of the Act or any Commission order, rule, direction, or requirement. The Commission's assessment shall determine if the jurisdictional entity has a process in place to identify, analyze, and correct service reliability for customers who experience a number or duration of interruptions that exceeds the targets.

(3) 2019 Performance

The number of AIC customers exceeding service reliability targets in the 2019 performance year was 1,324 customers. This performance does not satisfy the approved performance goal of 467 customers so, therefore, the applicable Customers Exceeding Service Reliability Targets penalty (PEN3) is seven basis points.

(4) Extraordinary Events That Adversely Impacted Performance

AIC considers the four extreme weather days listed in Appendix 1 as extraordinary events that adversely impacted performance of the Customers Exceeding Service Reliability Targets metric. AIC is not aware of any additional extraordinary events that adversely impacted performance of the Customers Exceeding Service Reliability Targets metric, other than those ordinary weather and other events that regularly impact this metric.

Advanced Meter Infrastructure (AMI) Related Metrics

Estimated Electric Bills

(1) Performance Goal

The 2019 performance year Estimated Electric Bills goal was 392,361, as provided for in the approved Ameren Illinois Multi-Year Performance Metrics Plan.

(2) Methodology

An electric bill is considered "estimated" any time a meter reading is estimated, an actual reading is adjusted, or an increment of an interval reading used to determine billing is not an actual read. The source of the estimated electric bill data is the AIC Customer Service System (CSS) data base. The CSS data base was queried for estimated electric bills based on the above definition for 2019. The query looked for estimated electric bills for all dial and interval meters.

(3) 2019 Performance

The number of estimate electric bills in the 2019 performance year was 84,018. This performance clearly satisfies the approved performance goal of 392,361 so, therefore, the applicable Estimated Electric Bills penalty (PEN4) is zero.

(4) Extraordinary Events That Adversely Impacted Performance

AIC is not aware of any extraordinary events that adversely impacted performance of the Estimated Electric Bills metric, other than the ordinary weather conditions and access issues that regularly impact this metric.

Consumption on Inactive Electric Meters

(1) Performance Goal

The 2019 performance year Consumption on Inactive Electric Meters goal was 8,034,935 kWh, as provided for in the approved Ameren Illinois Multi-Year Performance Metrics Plan.

(2) Methodology

Consumption on an inactive electric meter occurs when usage is registered on an electric meter for which there is no customer of record to bill. The source is the AIC Customer Service System (CSS) data base. The CSS data base was queried for consumption on inactive meters based on the above definition for 2019. The query looked for consumption on an electric meter that occurred from the time one customer ended service and another customer began service, or the service was physically disconnected. The query looked at all dial and interval meters.

(3) 2019 Performance

The kWh of consumption on inactive electric meters in the 2019 performance year was 3,824,172. This performance clearly satisfies the approved performance goal of 8,034,935. This metric is combined with Electric Uncollectable Expense metric to determine the combined penalty (PEN5), and will be explained further below.

4) Extraordinary Events That Adversely Impacted Performance

AIC is not aware of any extraordinary events that adversely impacted performance of the Consumption on Inactive Electric Meter metric, other than the ordinary weather conditions and access issues that regularly impact this metric.

Electric Uncollectible Expense

(1) Performance Goal

The 2019 performance year Electric Uncollectible Expense goal was \$15,673,333, as provided for in the approved Ameren Illinois Multi-Year Performance Metrics Plan.

(2) Methodology

The electric uncollectible expense represents those debts owed AIC that are not capable of being collected after reasonable collection efforts have been undertaken, less any recoveries, as reported by AIC on FERC Form 1, Account 904, adjusted to exclude gas uncollectible expense.

(3) 2019 Performance

The electric uncollectible expense in the 2019 performance year was \$11,318,624. This performance clearly satisfies the approved performance goal of \$15,673,333. This metric is combined with Consumption on Inactive Electric Meter metric to determine the combined penalty (PEN5). Since both the Consumption on Inactive Electric Meter metric and the Electric Uncollectible Expense metric in the 2019 performance year were clearly satisfied, the applicable penalty (PEN5) is zero.

4) Extraordinary Events That Adversely Impacted Performance

AIC is not aware of any extraordinary events that adversely impacted performance of the Electric Uncollectible Expense metric, other than the ordinary economic issues that regularly impact this metric.

Opportunities for Minority-owned and Female-owned Business Enterprises

(1) 2019 Incremental Performance Goal

The 2019 performance year Opportunities for Minority-owned and Female-owned Business Enterprises goal set was \$16,277,669 of electric capital dollar expenditures paid to minority-owned and female-owned business enterprises, as provided for in the approved in Ameren Illinois Multi-Year Performance Metrics Plan.

(2) Methodology

Consistent with criteria established by state and federal law, AIC defines a MWBE as a minority-owned or women-owned business that is a for-profit enterprise, regardless of size, physically located in the United States or its trust territories, which is owned, operated and controlled by minority group members or women. "Minority group members" refers to those individuals who are Asian, Black, Hispanic, or Native American. Ownership by minority individuals or women means the business is at least 51% owned by such individuals or, in the case of a publicly-owned business, at least 51% of the stock is owned by one or more such individuals. Further, the management and daily operations are controlled by those minority group members or women.

There are multiple MWBE certifying agencies that AIC accepts certifications from, including federal government entities, state government entities, City government entities, and the affiliates of the National Minority Supplier Development Council and the Women's Business Enterprise National Council.

AIC's accounts payable system contains data fields that are populated to identify suppliers that are MWBE. To maintain data base accuracy, on an annual basis AIC uses a third party data enrichment company to analyze the supplier master data and identify which companies are MWBE.

To determine MWBE spend, AIC queries its accounts payable system to determine the sum of all sourceable AIC electric related, direct, non-labor, non-inventory, non-clearing, capital expenditures made for goods and services paid to all businesses. Sourceable spend excludes several categories of items such as internal payments, finance related expenditures, civic, government, and utilities.

(3) 2019 Performance

For the 2019 performance year, AIC paid \$143,433,538 of electric capital expenditures to minority-owned and female-owned business enterprises. This performance clearly satisfies the approved performance goal of \$16,277,669. There is no applicable penalty related to this metric.

(4) Extraordinary Events That Adversely Impacted Performance

AIC is not aware of any extraordinary events that adversely impacted performance of the Opportunities for Minority-Owned and Female-Owned Business Enterprises metric, other than those ordinary economic and business events that regularly impact this metric.

Appendix 1 – Identification of Extreme Weather Day Events

Extreme Weather Day Detail

AIC experienced four extreme weather days in the 2019 performance year. The following table shows the four extreme weather days excluded from the 2019 performance year, and the associated customer interruptions and customer minutes interrupted.

Date	Customer Interruptions	Customer Minutes Interrupted
02/12/2019	37,448	18,852,845
05/23/2019	41,038	13,735,209
05/26/2019	14,506	4,885,493
06/30/2019	27,597	6,302,580
TOTAL	120,589	43,776,127

2019 Extreme Weather Days